

FIRE COMMUNICATIONS OFFICER II
STUDY GUIDE

A written examination for the class of **FIRE COMMUNICATIONS OFFICER II** to be administered in **SHREVEPORT** on **NOVEMBER 17, 2009**, will consist of approximately 100 multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
MANAGEMENT Knowledge of effective management practices, involving planning, inspecting, and evaluating the operations of the communications division; and public relations.	17.0%
REPORTS/CORRESPONDENCE Knowledge of effective report preparation procedures; and practices and procedures utilized for the preparation and organization of information into written format.	7.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	28.0%
TRAINING Knowledge of effective training practices and techniques sufficient to train new employees in communications operations.	7.0%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<p>COMMUNICATIONS MANAGEMENT</p> <p>Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer; and knowledge of the care and maintenance of communications equipment, including verifying that equipment is tested to insure proper readiness for service.</p>	41.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS (Training Manuals):
Fire and Emergency Services Instructor, 7th ed., 2006.

OTHER RECOMMENDED PUBLICATIONS:

SHREVEPORT FIRE COMMUNICATIONS - OPERATIONS AND PROCEDURES

EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.

ADVANCED SUPERVISORY PRACTICES, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or

promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.